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acknowledged.**

Value creating reading for business professionals

Sunday morning in...

Sunday morning in Portoroz in Slovenia. We're on the coast near Trieste. Arrived in Ljubljana on Wednesday and then have spent 3 very pleasant days at a meeting of SDI distributors. Back to London this afternoon on Easyjet...a cheap and not very cheerful airline.

Highlight of this week for me can yesterday when Millwall beat Leeds 1-0 and if they can do the business on Thursday at Leeds then we're all off to Wembley for the play offs. I've not been to the new Wembley stadium. Cross your fingers, hold your thumbs and stand on toes for me, please.

I see from afar the pictures of Jacob Zuma being inaugurated as President of South Africa. I'm missing not being up to date with South African politics. I'll try Cape Talk on the internet.

Interesting meeting on Tuesday coming up. I'm talking to a client about an upcoming negotiation. Training is always a pleasure in the classroom but you can't beat the interest in dealing with a live situation...with real money and politics on the table.

Have a good week with three tips as usual...

This week we used, read, visited, played with...

Bought a book on lulu.com and it seems that they print the books to order. I'm going to check this out as it might very definitely suit my own purpose. Great Negotiators is a nice book but I'd enjoy having more control over updates and edits. Publishing can be very unwieldy at times and there's certainly no great money in having a book published. If anyone has any knowledge of lulu.com I'd appreciate any advice.

Found a couple of decent podcasts to download. Joshua Weiss does a nice regular negotiation podcast from Harvard. I was interviewed some time ago by him and I must be in the archive somewhere.

and finally...

(05-08) 18:04 PDT Kansas City, Mo. (AP) --

Police didn't have to dust for fingerprints to find this suspect — they just rifled through the wallet he left behind at the scene. Albert Vincent Perkins was charged with robbing First Federal Bank in Kansas City on Thursday. Police said he walked into the bank, handed the teller a plastic bag and ordered her to give him all of the \$100 bills. Then he walked out of the bank — but left his wallet sitting on the counter.

The U.S. attorney's office said the teller and a customer in the bank identified the photo on the driver's license and another photo in the wallet as the robber. Perkins was arrested Thursday night. Police say he took about \$3,100.



The search for value

SDI Tips

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I'm right

Here are some simple ways to look at people thinking that they're right:

Red people generally know they're right and want to tell you why.

Green people can always prove they're right and have got plenty of evidence to prove it.

Blue people are quite happy as long as you think you're right.

Hubs are looking at what right really means because there are many ways to describe what's right.

Like all things...if we just take a simplistic sentence and try to hang complex theory from it then it doesn't work well but for people who want a quick and easy way to understand what SDI is saying about people we've got situations like this to help us explain.



The search for value

Sales Tips

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Who is Roy?

Bought some software this week online and had a small issue with it and I sent a message to the support team. I got a message back from Roy in 15 minutes and it cured the problem nicely.

Later on I had another small issue and did the same and 15 minutes later Roy came back to me. It was then that I realised that the support team was in the US and it was in the early hours of the morning for them.

So...well done them. If you're going to offer support it should be timely and then I wondered if Roy was really a person or Roy was just the name for the support team and in fact there were several "Rois".

Now...I don't know if Roy works long hours or whether Roy is just the name of everyone in the support team but no matter...it's a big shout out for him.

If you run a support service then ensure that your Roy gets back inside 15 minutes...not 15 hours or in some sad cases 15 days.



The search for value

Negotiation Tips

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Total cost

My wife, Sue, bought some currency this week and when she came back from the counter she told me that she'd bought a few more Euros than we actually needed because it was a good deal and didn't have any commission charged on the transaction.

This is good sense...if...and only if...the rate including commission is more advantageous than a better rate which then charges commission.

We were catching a flight so we didn't do the calculations to find out if we'd got a good deal. Clearly the exchange rate is irrelevant...it's the total cost that matters.

When you're doing a deal you must do your homework...get out the calculator and the spreadsheet and work out where the value is.

I have many examples where the lowest price was easily the highest cost. Don't be fooled by low prices. Always check the Total Cost of the business transaction.